



FIRST EDITION

# Doctors Connect: Navigating Medicare Advantage with Doctors HealthCare Plans

## DEAR VALUED PHYSICIAN,

As the CEO of Doctors HealthCare Plans, I would like to express my appreciation for the collaborative efforts with physicians, medical groups and hospitals across South Florida. At Doctors HealthCare Plans, our unwavering mission is to provide comprehensive, accessible, and patient-centric healthcare solutions to our community.

We are excited to continue growing our footprint within Miami-Dade and Broward counties. As a Medicare health plan that is locally owned and operated, we understand the unique needs and challenges facing Medicare beneficiaries and healthcare providers in our region.

In order to help enhance patient outcomes, we are dedicated to building strong relationships with our healthcare providers and offering innovative solutions.

I encourage you to reach out to me with any feedback, suggestions, or collaborative efforts as we strive to improve our offerings and services. We believe that by working closely with our partners in the healthcare community, we can achieve our shared goal of improving the health and well-being of Medicare beneficiaries throughout South Florida.

Together, we can shape the future of healthcare delivery in our region and make a meaningful difference in the lives of those we serve.

Thank you for your continued partnership and support.

Sincerely,

Brandon Haushalter, CEO  
Doctors HealthCare Plans  
[brandon@doctorshcp.com](mailto:brandon@doctorshcp.com)

## New Plans for 2024!

For 2024, Doctors HealthCare Plans is introducing 2 new plans to their benefit package in Miami-Dade County! **DrSelect (HMO)** for beneficiaries with Medicare Only and **DrFlex (HMO D-SNP)** for beneficiaries with Medicare and Medicaid. Some of their benefits include:

**DrSelect (HMO) for beneficiaries with Medicare Only**

- » \$105 monthly to purchase groceries & OTC products
- » Enhanced dental including an implant, root canal & extractions
- » \$8,000 ICL

**DrFlex (HMO D-SNP) for beneficiaries with Medicare & Medicaid**

- » \$275 monthly to purchase groceries, OTC products, utilities & prepared meals
- » Enhanced dental including an implant, root canal & extractions
- » \$0 copay prescription drugs Tiers 1-6
- » Personal/Respite Care: 1 hour a day, 5 days a week up to 60 hours a year

We continue to carry our existing plans. Please visit our website for more detailed benefit information: [2024 Medicare Advantage Plans – Doctors HealthCare Plans, Inc.](#)

[LEARN MORE](#)



## ENROLLMENT OPPORTUNITIES:

### There is still time to enroll!

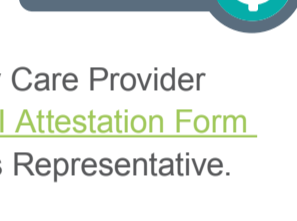
The open enrollment period may be over, but there is still a chance for Medicare beneficiaries to enroll in the right plan for them. MA-OEP (Medicare Advantage Open Enrollment Period) will end March 31st. During this time, beneficiaries currently enrolled in a Medicare Advantage plan may switch to another MA plan or go back to Original Medicare. Keep in mind, the Lock-In Period starts April 1st and select beneficiaries may still be eligible to make a change, if they qualify.

For more information, please contact our Sales Department at (786) 420-3427 or (833) 639-3427 (TTY: 711) 7 days a week, 8AM to 8PM.

## SSBCI QUALIFICATIONS:

### What is SSBCI?

SSBCI is a Special Supplemental Benefit for chronically ill patients that are enrolled within **DrSelect (HMO)** and **DrMax-B (HMO)** benefit plans. The benefit offers a prepaid card to the enrolled members. If a member meets the qualifications the Primary Care Provider must fill out an attestation form located in the DHCP website ([SSBCI Attestation Form – Doctors HealthCare Plans, Inc.](#)) or contact your Provider Relations Representative.



[SSBCI FORM](#)



## NETWORK UPDATES:

### Network Enhancements!

Effective February 1, 2024, DHCP will enter into an agreement with Med-Care to administer all Home Health, Durable Medical Equipment (DME) and Infusion services.



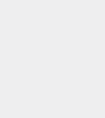
## REFERRAL PROCESS:

### Who needs a Referral? How do I submit a Referral?

In Miami Dade County a Referral is required for **DrSelect (HMO)**, **DrFlex (HMO D-SNP)**, and **DrExtraCare (HMO C-SNP)** benefit plans. **All Broward County benefit plans require a Referral.**

The referring physician is to generate a referral through the [DHCP Incedo Portal](#). Once a Referral is generated the referring physician will have the ability to print the referral and present a copy to the member. The member will then have up to three (3) visits within a six (6) month period to visit the referred physician.

[START REFERRAL](#)



## AUTHORIZATIONS:

### How do I submit an authorization?

To submit authorizations, please visit our [Provider Portal](#). If you have any questions on how to navigate the Provider Portal, please contact your Provider Relations Representative.

[AUTHORIZATIONS](#)



## CAHPS®:

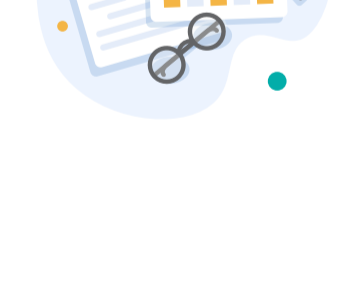
### Are you ready for CAHPS® Survey season?

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey runs from March to June every year. It measures patient experience with providers and the health plan. Doctors Healthcare Plans (DHCP) encourages that you advise your patients to complete the survey if received. This will provide useful data to the plan as well as your office. Please be advised that the CAHPS® survey is sent to a random group of beneficiaries selected by a CMS-approved vendor. Therefore, not all members receive it.

## HEDIS® PROJECT:

### HEDIS® Project Season is upon us...

From the months of February to May, DHCP will be collecting data from your office for services rendered in Measurement Year 2023 that were not captured through claims or supplemental data. There is more than one option when it comes to delivering data to the plan. You can either fax, email or ask for onsite retrieval of the records. Whichever way it's easier for you and ensures timely submission. Let's work together to improve those HEDIS® rates.



If you or anyone in your office has a HEDIS®/QI question, please don't hesitate to contact the DHCP HEDIS® Department by emailing: [hedis\\_stars@doctorshcp.com](mailto:hedis_stars@doctorshcp.com).



## FLU VACCINE:

### Did your patients get the flu shot?

We are right in the middle of the flu season. Please advise your patients to get the flu shot as this vaccine is recommended for everyone six (6) months and older. There is a question in the CAHPS® survey that addresses whether or not the member got the flu shot. Improve this rate by asking your patients if they did and remind them of the importance to be protected against the influenza virus.

## QUICK REFERENCE PHONE NUMBERS

**PROVIDER SERVICES**  
(305) 422-9300  
Prompt 1: Medical Management  
Prompt 2: Claims Status  
Prompt 3: Eligibility Verification

**CASE MANAGEMENT**  
(786) 785-3427

**TRANSPORTATION**  
(786) 789-3427

**MEMBER SERVICES DEPARTMENT**  
(786) 460-3427

**SALES DEPARTMENT**  
(786) 420-3427

## NETWORK PARTNERS

**BEHAVIORAL HEALTH SERVICES**



**HEARING SERVICES**



**PHARMACY BENEFIT MANAGER**



**DENTAL PROVIDER**



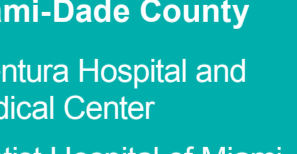
**LAB SERVICES**



**PREPAID CARD**



**FITNESS BENEFIT**



**MEAL DELIVERIES**



**VISION PROVIDER**



**NETWORK PROVIDER**  
 HEALTH NETWORK ONE

## PARTICIPATING HOSPITALS

### Miami-Dade County

Aventura Hospital and Medical Center  
Baptist Hospital of Miami  
Baptist Health Hospital Doral  
Doctors Hospital  
Homestead Hospital  
Jackson Memorial Hospital  
Jackson North Medical Center  
Jackson South Hospital  
Jackson West Medical Center  
Kendall Regional Medical Center  
Kerality Hospital  
Larkin Community Hospital

### Broward County

Larkin Community Hospital Palm Springs Campus  
Mercy Hospital  
Mount Sinai Medical Center  
Steward Coral Gables Hospital  
Steward Hialeah Hospital  
Steward North Shore Medical Center  
Steward Palmetto General Hospital  
South Miami Hospital  
West Kendall Baptist Hospital  
Broward Health Coral Springs  
Broward Health Imperial Point  
Broward Health Medical Center  
Broward Health North  
Cleveland Clinic  
HCA Florida Woodmont Hospital  
HCA Florida University Hospital  
Northwest Medical Center  
Plantation General Hospital  
Steward Florida Medical Center  
Westside Regional Medical Center